# Avaya 1230 IP Deskphone with SIP Software on Avaya Aura® Quick Reference Guide

## Fixed keys

| Short-cut and navigation function keys for the IP Deskphone | |
|---|---|
| Copy | Copy information from the Address Book, Inbox, and IM log, and copy to Feature keys and Address Book entries. |
| Services | Access Search, Login, Logout, Check For Updates, Reset Phone, File Manager, Logging System, and Phone Information.<br>Press twice quickly to access the **Network** menu. |
| Quit | Quit or exit from a menu. |
| Inbox | Access your Inbox to view all calls or missed calls and to return a call. |
| Directory | Access your Address Book (Directory) to view, add or edit entries including your designated friends You can also send Instant Messages (IMs) or initiate a call. |
| Enter | Use the **Enter** key to select highlighted menu items and to set preferences. The **Enter** key duplicates the function of the phone and the **Select** soft key. |

| Telephone feature keys | |
|---|---|
| Volume | Use to increase and decrease the volume of the handset, headphones, phone speaker (handsfree) and alerting volume (phone ringing). |
| Mute | Press Mute to listen to the call without transmitting. The red LED on the Mute key lights when the Mute feature is enabled. |
| Handsfree | Activates the built in speaker and microphone. The red LED on the Handsfree key lights when the Handsfree feature is enabled. |
| Goodbye | Use to release a call (hang up) and to exit a menu when not on an active call. |
| Expand | Access the Instant Message log to view and send IMs |
| Headset | Activates your IP Deskphone headset when connected. The red LED of the Headset key lights when you use a headset. |
| Hold | Use to place a call on hold or to retrieve a call on hold. |

## Commonly-used functions

Procedures for the most commonly-used functions are provided as follows.

**Note:**
The **abc/123** soft key toggles between alphabetic and numeric input. When the soft key label is ***abc***, you can enter alphabetic text and when the soft ley label is ***123***, you can enter numbers.

### Login

1. Enter your User ID and press the **Login** soft key.
2. Enter your password and press the **Next** soft key.
3. To permanently login, press the **Next** soft key.

### Login

To login for a period of time, press the **Timed** key, enter the duration of your login, and press the **Next** soft key.

### Logout

1. Press the **Services** hard key and then select **Logout**.
2. Enter your password when prompted.
3. Press the **Logout** soft key.

### Making a call

- Lift the handset or press the **Headset** key, **Handsfree** key or **Line** key, and enter the SIP address or phone number and press **Send**. Or, press the **Redial** key to call the previously entered SIP address or phone number.
- Press the **Services** hard key, select **Search**, select an entry in the Address Book, and then press the **Call** soft key. Lift the handset or press the **Headset** key, **Handsfree** key or the **Line** feature key and dial from the Address Book or Inbox as follows:
  a. Press the **Address Book** or **Inbox** key.
  b. Navigate to the required entry.
  c. Press the **Select** soft key to connect.
- Press the **Directory** hard key, select **Friends**, select an entry, press **Status**, and then press the **Call** soft key.

### Answering a call

Perform one of the following to answer a call:

- Press the **Handsfree** key
- Press the **Headset** key
- Press the **Line** key
- Press the **Answer** soft key
- Pick up the handset.

If you choose not to answer the call, you can press one of the following soft keys:

- **Redrct** — Redirects the call to another party or number.
- **Declin** — Rejects the call and provides the caller with fast busy and no option to go to voice mail.
- **Ignore** — Stops call ringing

### Making an emergency call

To make an emergency call, you do not have to log on. Choose one of the following options:

- Lift the handset and dial the emergency number.
- Press the **Handsfree** key and dial the emergency number.
- Press the **Headset** key and dial the emergency number.

| Initiating a conference call |
|---|
| 1. During a call, press the **Conf** soft key.<br>2. Enter the SIP address or phone number or select an entry from the Address Book or Inbox and complete the call.<br>3. Press the **Join** soft key, select **Conference** and press the **OK** soft key to create a conference call. You can continue to add more callers to the conference call by repeating the above steps. |

| Sending an Instant Message (IM) |
|---|
| Press the **Expand** key or press **Msgs > Instant Messaging** to access the Instant Messaging menu.<br>1. Press **New IM**.<br>2. Enter the address or do the following:<br>• Press the **Address Book** key or **Inbox** key.<br>• Use the navigation keys to scroll to the required entry.<br>• Press the **Select** soft key.<br>3. Enter the message and press **Send IM**. |

# Context-sensitive soft keys

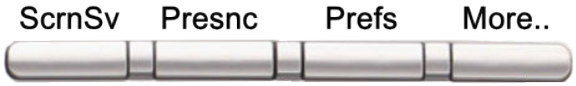
This section describes the context-sensitive soft keys for the idle IP Deskphone display and for the active call display.

**Idle IP Deskphone display**

The following context sensitive soft keys are displayed when the IP Deskphone is idle.

When the More.. soft key is pressed, the following soft keys are displayed.

When the More.. soft key is pressed again , the following soft keys are displayed.




When you press the **More..** context-sensitive soft key for the third time, you return to the first soft key display.

The following describes the context-sensitive soft keys available when the IP Deskphone is idle.

| Redial or NewCal |
|---|
| Redial the last dialed number. |

| Redial or NewCal |
|---|
| If there is no stored redial number, **NewCal** appears and has the same effect as pressing the primary user line key (dial prompt). |

| abc or 123 |
|---|
| Toggle between alpha and numeric input modes.<br>• To type letters, **abc** must be displayed.<br>• To type numbers, press the **abc** soft key to display **123** on the menu list. |

| Msgs |
|---|
| Display the Messages menu.<br>1. Voice Mail—Use to access your Voice Mail. The IP Deskphone connects to the server to retrieve your Voice Mail.<br>2. Instant Messaging—Use to access your IM box. From the IM box you can:<br>• view received Instant Messages<br>• delete Instant Messages<br>• send Instant Messages. |

| CallFw |
|---|
| Forward all calls to a specified number or address. |

| DND |
|---|
| Block all calls. |

| Presnc |
|---|
| Configure the presence status for your IP Deskphone. |

| ScrnSv |
|---|
| Activate the screensaver (only if the screensaver feature is enabled). |

| Prefs |
|---|
| 1. **Display** — Adjust screen display settings.<br>2. **Audio** — Adjust tones and volume settings.<br>3. **Feature Options** — Program feature keys, call ignore actions, call subjects, call fwd notification.<br>4. **Language** — Change language.<br>5. **Misc Options** — Configure alpha dialing, search method, privacy settings, # Ends dialing, location, and time.<br>6. **Network** — Access Server Settings, Device Settings, Diagnostics and Lock.<br>7. **User Settings** — Modify call settings, IM settings, voice mail setting, and remembering settings. |

| More.. |
|---|
| Select a new menu list. |

**Active call IP Deskphone display**

The following context-sensitive soft keys are displayed when the you are on an active call.

When the More.. soft key is pressed, the following soft keys are displayed.

**Note:**
The **Unlock** soft key appears if you answer a call when the IP Deskphone is locked with a password protected screensaver.

When you press the **More..** soft key for the second time, you return to the first soft key display.

The following describes the soft keys available when the IP Deskphone is on an active call.

| Conf |
|---|
| Obtain a dial tone to place another call during an active call.<br>• Use to make a conference call.<br>• Behaves like the **NewCal** soft key. |

| Trnsfr |
|---|
| Transfer the current call to another location or contact. |

| Audio |
|---|
| 1. **Change audio codec** — Use to change the audio settings based on the available bandwidth.<br>2. **Monitor audio quality** — Diagnostic tool to monitor the audio quality. |

| NewCal |
|---|
| Obtain a dial tone to place another call during an active call.<br>• Use to make a conference call.<br>• Behaves like the **Conf** context-sensitive soft key. |

| Prefs |
|---|
| Access **Display**, **Audio**, **Feature Options**, **Language**, **Misc Options**, **Network**, and **User Settings**. |

| More.. |
|---|
| Select a new menu list. |

# Display screen icons

The following table lists the screen display icons for:

- **Call state** — Icons to indicate the call state of your phone.
- **Instant Messaging** — Icons displayed when you view your instant message log. The icon appears beside each IM to indicate the status.
- **Inbox** — Icons to indicate the status of each incoming calls in your Inbox.
- **Presence** — Icons to indicate the presence state of your Address Book entries you designate as Friend.

| Call state | Icon |
|---|---|
| On hook | |
| On the phone | |
| On hold | |
| Call Forward | |
| Do Not Disturb | |
| Outgoing call, Incoming call (ringing) | |
| Missed call | |

| Instant messaging | Icon |
|---|---|
| New, unread | |
| Read | |
| Replied to | |
| Sent/forwarded | |

| Inbox | Icon |
|---|---|
| Incoming Call Answered | |

| Inbox | Icon |
|---|---|
| Incoming Call, Missed, New | |
| Incoming Call, Missed, Reviewed | |

| Presence | Icon |
|---|---|
| Terminated | |
| Connected Inactive (only available if audio presence is activated) | |
| Unavailable Busy, or Offline | |
| Active Available (only available if audio presence is activated) | |
| On the Phone (only available if audio presence is activated) | |
| Unknown | |

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